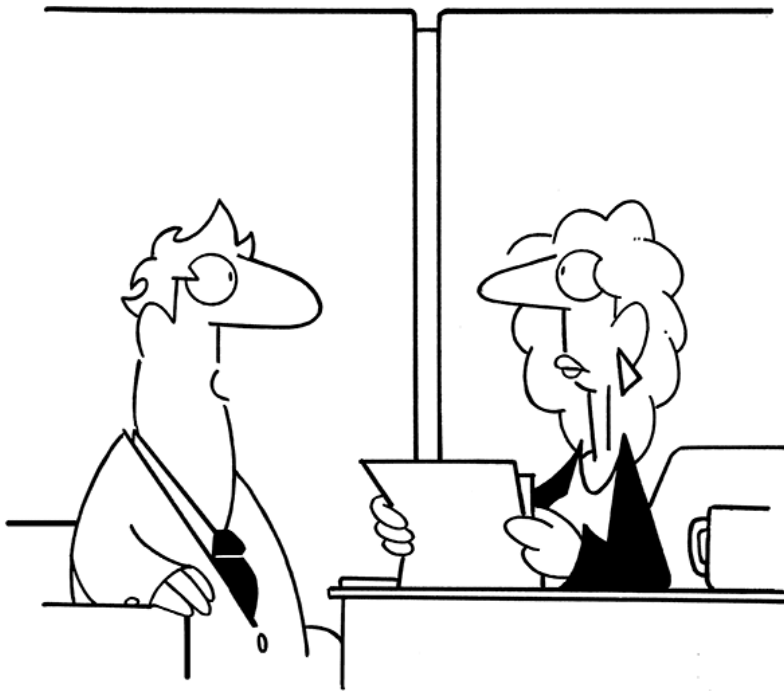


Lessons Learned

Lessons Learned
recognise mistakes
observe what works
document them
share them

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**“Yes, I think I have good people skills.
What kind of idiot question is that?”**





"I tried that once — there was too much information."



If you're not learning from your mistakes, it is like playing battleship without the white pieces.



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Value of Lessons Learned

Value in Holding Lessons Learned Meetings

Lesson learned meeting are an important management tool for:

- Learning from mistakes
- Understanding where problems occur
- Recognizing success
- Retaining organizational knowledge
- Reducing future project risk
- Improving future project performance

Lesson
Learned

Lessons
Learned



Why lessons learned may not captured or used:

- Lack of time
- Lack of management support
- Lack of resources
- Lack of clear guidelines around collecting lessons learned
- Lack of processes to capture lessons learned
- Lack of knowledge base to store and search lessons learned for future use



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"Well, we've learned one thing
from all this — burglars shouldn't
keep diaries."

